THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) No, Sir. MTNL as a whole has earned profit of Rs.681.74 crores in 2006-07. However, MTNL Delhi Unit has incurred a loss of Rs.4.59 crores in 2006-07.

(b) The main reason for the loss in Delhi Unit is the stiff competition and reduction in landline. A large number of connections in MTNL Delhi are from legacy system requiring fixed costs to maintain, which are difficult to reduce (being committed payments). This is the 1st year in which Delhi Unit has exhibited operational loss.

(c) Loss incurred is Rs.4.59 crores in Delhi Unit for the year 2006-07, for the first time.

(d) The following steps have been taken to improve the situation.

- Introduction of various schemes to attract new landline subscribers and sustaining existing landline base.
- More emphasis on-adding GSM and Broadband connections.
- Bringing Delhi and Mumbai units under 95 dialing facility (local call).
- Introduction of flexible tariff policies.
- Rationalization of expenditure to reduce Administrative and Operative cost.
- Implementing Voluntary Retirement Scheme (VRS) to reduce staff cost.
- Overseas operation as an operator.

Norms for timely delivery of mails

1840. SHRI MOTIUR RAHMAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Department of Posts (DoP) has formulated any norms in the matter of delivery of mails;

(b) if so, the details thereof;

(c) whether only 55 per cent of mail is being delivered within the prescribed norms of delivery; and

(d) if so, the steps taken by DoP to enhance its efficiency in terms of timely delivery of mail to improve customer satisfaction?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Yes, Sir.

(b) Department of Posts has fixed norms for delivery of mail across the country, and has widely circulated it for information of the public. A copy of norms for delivery is given in the Statement-I (*See* below).

(c) No, Sir. The Department has a mechanism for checking of delivery efficiency across the. country through live mail survey. Results of live mail survey for the last three years are given in the Statement-II and III (Urban and Rural Areas).

(d) Following measures have been taken to improve delivery efficiency and quality of service:

(i) Regular monitoring of mail routing and delivery by posting Test Letters and Trial Cards.

(ii) Progressive mechanization of delivery by providing mopeds to postmen for delivery work in outlying areas of big cities.

(iii) Rationalization/restructuring of delivery with a view to deploy adequate manpower in the expanding urban conglomerations.

(iv) Surprise checks on the delivery of mails by the supervisory staff and officers.

(v) Live Mail Survey at regular intervals both in rural and urban areas to identify weak links and streamline the mail transmission and delivery system.

(vi) Regular Co-ordination meetings with Airlines, Railway and State Road Transport Authorities to sort out problems relating to transmission of mails.

(vii) Encouraging pre-sorting of mails by the bulk mailers by providing discount in postage as an incentive and new pricing policies to attract more customers.

(viii) Educating the customers for installation of mailboxes on the ground floor of multistory buildings.

(ix) Preparation of triplicate registered list in the destination mail office for bulk mailers to speed up delivery of such mail.

(x) To cope up with the seasonal mails, separate centers with adequate-manpower are opened to give expeditious handling of such mail.

(xi) Innovative use of Pin-Codes, which have been in use in Department since 1971 for facilitating sorting and delivery.

Statement-I

Norms for transmission and delivery of mail

Category of mail	Norms for Delivery
1	2
Within the District	Within 48 hours after the day of posting. [D+2]
Within the State	Within 48 to 72 hours after the day of posting. [D + 2 TO D+3]

1	2
Mails for other States	3 to 5 days depending on the distance involved and transport links. [D+3 TO D+5] Mails from/to Branch Post offices take a day more.
First Class Mails between Metro Cities-[METRO CHANNEL] (Delhi, Mumbai, Calcutta, Chennai, Hyderabad, Bangalore)	Within 48 to 72 hours after the day of posting. [D + 2 TO D+3]
First Class mails between State Capitals -*	Within 48 to 72 hours after: the day of posting. [D + 2 TO D+3]
Registered Mail and money order	1 to 2 days more than ordinary mail depending on the distance and points of handling.

- The above norms apply to normal areas. Mails relating to hilly, tribal and remote areas will take longer, as per specific local conditions.
- These broad norms are subject to mail carrying trains, planes, buses and other public transport maintaining their 'schedule.

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[The above norms were issued *vide* DO No. 13-5/94-D dated 5-3-97 of DDG [MM&TS] and addressed to all Circles for notifying/displaying to the public. *Orders have also been since issued in 1998 to including non-Pin Coded mail for metro and Rajdhani Channels]*

* (This refers to mails from Delhi to State Capital and *vice versa* -RAJDHANI CHANNEL)

Statement-II

Comparative mail efficiency for last three years

Circle name	% of mail delivered within norms			% of mail delivered within norms			Urban Mail % of mail delivered within norms		
	Letter mail			Registered mail			Money Orders		
	2004	2005	2006	2004	2005	2006	2004	2005	2006
1	2	3	4	5	6	7	8	8	10
Andhar Pradesh	98.3	96.7	98.2	97.7	97.6	98.5	97.2	95.4	94.2
Assam	77.5	86.7	84.9	91.6	61.5	68.4	69.1	76.6	82.2

1	2	3	4	5	6	7	8	8	10
Bihar	86.3	88.3	88.6	80.9	81	84.4	65.6	62.3	65.4
Chhattishgarh	92.2	88.6	90	92.8	91.4	87.9	60.6	76.9	48.8
Delhi	93.3	97.6	99.2	95.9	97.3	99.4	93	81.3	90.6
Gujarat	93.3	96.4	98.7	96.1	99.2	98.4	84.3	88.2	91.7
Haryana	97.1	99.8	99.4	99.2	99.7	99.8	90.6	81.6	44.9
Himachal	96.6	95.3	99	94.9	95.5	98.1	86.2	88.3	77.4
J&K	87.8	62	78.2	81.9	78.9	73.6	58.8	83.6	77.9
Jharkhand	88	94.8	94.4	83.3	93.5	88.6	80.8	92.3	93.4
Karnataka	98.6	98.4	99.1	98.2	92.5	92.4	97	98.1	98.7
Kerala	97.2	91.5	92.2	98.4	89.7	92.2	89.5	83	76.3
M.P.	97.8	98.6	98.8	98.3	99	87	98.4	99.4	91.8
Maharashtra	91.4	94.6	90.5	92	94.9	93.6	87.5	83.5	77.1
North-East	97.1	97.1	97.1	94.4	94.4	94.4	94.6	94.6	94.6
Orissa	90.2	98.2	93.6	79	92.1	79.3	55	95.6	81.5
Punjab	90.8	98.4	85.7	76	99.5	96.6	83.7	97	88.1
Rajasthan	97.3	96.9	97.1	94	97.3	98.3	90	87.9	92.6
Tamil Nadu	100	100	100	100	100	100	100	100	100
U.P.	95.1	91.7	91.7	92.4	92.5	94.9	86.7	80.2	83.8
Uttaranchal	91.6	88.1	92.3	85.8	88.2	84	73.1	73.9	79
West Bengal	74.8	82.2	80.9	63.4	84.7	76	62	79.4	76.6
Average	92.4	92.7	93.16	90.3	91.8	90.26	82	86.1	82.2

Statement-III

Comparative statement of All India mail survey results for three years (Rural)

Circle name	Percentage of mail Delivered within norms			Percentage of mail Delivered within norms			Percentage of mail Delivered within norms		
	Un-registered letters			Registered/Insured mail			HVMOs/MOs		
	2004	2005	2006	2004	2005	2006	2004	2005	2006
1	2	3	4	5	6	7	8	8	10
Andhra Pradesh	98.3	96.6	97.5	98.8	99.3	96.8	91.3	95.5	93.1
Assam	79.1	90.9	91.1	78.7	77.1	79.6	74.8	80.5	86.5
Bihar	91.2	85.4	78.7	88.4	86.6	83.8	68.9	76.5	72.3
Chhattishgarh	90.3	89.1	89.2	90.2	88.8	87.4	75.8	64.4	64.4
Delhi	91.2	100	96.3	81.1	98.9	100	100	100	100
Gujarat	98.8	99	97.3	96.3	97.4	96.3	86.7	82.7	95.7
Haryana	96.7	99	99.1	98.1	98.9	98.5	82.9	50	48.4
Himachal	94.7	95.9	93.9	93.2	89.8	95.4	98.4	89.9	67
J&K	83.3	89.8	86.6	92.9	78.1	68	80.9	73.3	75.6
Jharkhand	93.8	96.8	92.2	88	84.4	81.1	79.2	96.3	80.8

1	2	3	4	5	6	7	8	8	10
Karnataka	.96.9	95.2	97.5	97.6	97.8	97.9	94	98.9	98.2
Kerala	95.4	94.8	85.1	98	97.5	92.4	88.5	89.4	75.5
Madhya Pradesh	99.6	97.1	98.4	99	99.7	99.1	100	100	90.3
Maharashtra	91.1	92	88.8	91.1	94.4	87.9	79	86.8	59.8
North-East	90.4	90.4	90.4	85.6	85.6	85.6	92.9	92.9	92.9
Orissa	90.3	98	95.9	75	99.7	68	73.9	97	54.8
Punjab	92	93.6	94.4	90.7	95.2	94.8	77.8	94.2	84.9
Rajasthan	94.8	96.7	97.2	92.2	92.1	98.9	95.1	96.4	82.6
Tamil Nadu	100	100	100	100	100	100	99.7	99.6	100
Uttar Pradesh	90.9	96.2	93.7.	93.1	94.8	93.2	83.6	87.4	89.2
Uttaranchal	83.4	88.3	88.6	94.3	75.7	83.2	80.5	58.2	72.5
West-Bengal	81.9	87.4	73.2	79.2	79.5	71.1	75.8	79.6	72.8
Average	92	94.2	92.05	91	91.4	89.05	85.4	86	79.88

Reduction of lower level posts in BSNL

†1841. SHRI LALIT KISHORE CHATURVEDI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether a large number of posts are vacant in Bharat Sanchar Nigam Ltd.(BSNL) and no recruitment has been made since long;

(b) whether it is also a fact that the number of posts at lower level in the BSNL is being reduced;

(c) the details thereof with regard to the whole country, circle-wise;

(d) the details thereof with regard to telecommunications in Rajasthan, district-wise; and

(e) the comparative details of the posts lying vacant and increase in telephone subscribers during the last three years till date?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) to (c) No, Sir. Creation and filling up of the posts are continuous processes. Due to declining trend to fixed lines, total as well as category-wise vacant posts in all the categories are liable to change as majority of the posts relate to fixed line scenario. Keeping in view the fast changing business as well as technological scenario, strictly need based promotion as well as outside recruitment had been done in the past and will be continued in future as well.

(d) Detail is given in Statement-I (*See* below).

(e) Detail is given in the Statement-II.

†Original notice of the question was received in Hindi.